



BMC Remedyforce: Fundamentals of Reports and Dashboards for Administrators (WBT)

COURSE ABSTRACT

COURSE CODE

» SPPT-RFRD-2017

DELIVERY METHOD

» Web-based Training (WBT)

COURSE DURATION

» 30 Minutes

PREREQUISITES

» NA

Course Overview

BMC Remedyforce is an IT service management solution that provides incident, problem, change, release, knowledge, service level, service asset configuration, request fulfillment, and service catalog processes. It enables organizations to respond quickly and efficiently to conditions that disrupt business services and minimize downtime.

This course introduces participants to the various aspects of creating reports and dashboards. This course covers the fundamentals of reports and dashboards for Administrators. Participants will learn how to view reports and understand custom report types. They will also understand how to create dashboards and QuickViews.

Target Audience

» Administrators

Learner Objectives

- » View and understand custom reports
- » Create reports and dashboards
- » Create QuickViews



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COURSE ACTIVITIES

- » Presentation
- » Quizzes
- » Demonstration


BMC REMEDYFORCE LEARNING PATH

- » <http://www.bmc.com/education/courses/remedyforce-training.html#accordion-0a6be500-6a8f-4278-9643-191686a2b7b0>

ACCREDITATION AND CERTIFICATION PATHS

- » This course is not part of a BMC Certification Path

DISCOUNT OPTIONS

- » Have multiple students? Contact us to discuss hosting a private class for your organization
- » **Contact us for additional information** 

Course Lessons

Lesson 1: Creating Reports and Dashboards

- » View and understand custom reports
- » Create reports and dashboards
- » Create a QuickView

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